First Time CAC Login MTO

This document provides a step-by-step guide for first-time users to access the Matomo system using their Common Access Card (CAC). It covers the essential procedures to ensure a smooth login process, including initial CAC setup.

Change Log

Date	Author	Comments
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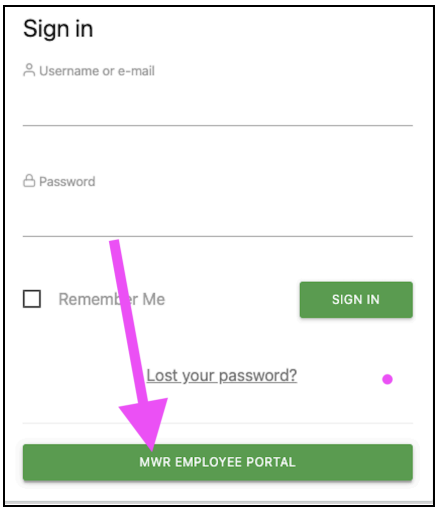
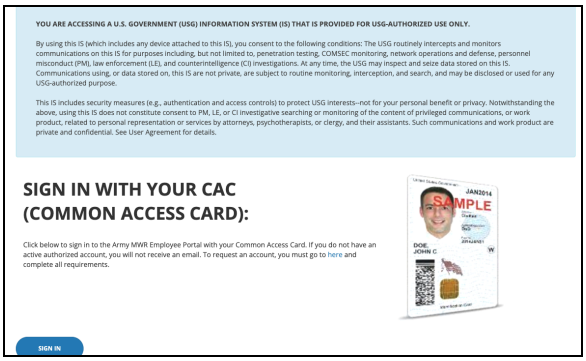
Instructions

You will need your CAC card, a USB reader or computer with card reader built in, and 5 minutes of focused time.

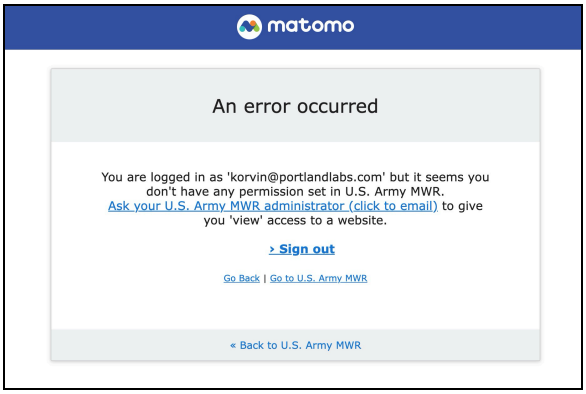
1. Prepare Your Card Reader:
    a. Ensure your CAC is inserted into the reader.
    b. Confirm the reader is connected to your computer.
2. Access the Matomo System:
    a. Open your browser and navigate to analytics.armymwr.com.
    b. Click on the MWR EMPLOYEE PORTAL link.



3. Login with Your CAC:
    a. Select the Sign in with your CAC option.
    b. When prompted, enter your CAC PIN.



4. Initial Login Error:
    a. The first time you attempt to log in, you may receive an error message indicating that access is not yet granted. This is normal for first-time users as permissions need to be set by an admin.



b. Action Required: Notify your admin to set your permissions. Once set, you will be able to access the Matomo dashboard.

Results

By following this guide, users will be able to:

- Successfully log in to the Matomo system for the first time using their CAC.
- Understand how to navigate to the login page and input their credentials.

Troubleshooting

If you need assistance with Matomo, the **IMCOM G9 Help Desk HQ** is your primary resource. You can submit a support ticket through the official SharePoint portal at:

IMCOM G9 Help Desk